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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose a competitive provider because the big guys like AT&T have terrible customer service and are overpriced. My local provider has excellent customer service I have not been able to find anywhere else. I am a professor who uses my local internet provider to provide online education to my students year round, and all of my research is undertaken online. When I used AT&T and had problems in the past, I ended up in a long wait to have them resolved (connectivity issues mainly). With my local provider, OMSOFT, I rarely have problems and when I do they are resolved almost immediately and I get to speak with a real human being immediately to get issues resolved.

Please, for the good of the American people, keep internet unmonopolized so that we, the consumers, can continue to benefit from fast and efficient service to keep our projects going (for me, that is online teaching and research).

Chris Miller